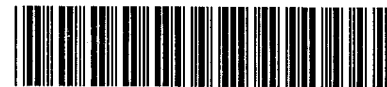


ORIGINAL
Arizona Corporation Commission
Utilities Complaint Form

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Investigator: Mary Mee**Phone:** <<< REDACTED >>>**Opinion Date:** 7/22/2016**Opinion Number:** 2016 - 133309**Priority:** Respond within 5 business days**Opinion Codes:** Rate Case Items - In Favor**Closed Date:** 7/22/2016 8:06 AM**First Name:** Karen**Last Name:** Christian**Account Name:** Karen Christian**Address:** <<< REDACTED >>>**City:** San Tan Valley**State:** AZ**Zip Code:** 85143**Cell:** <<< REDACTED >>>**Email:** <<< REDACTED >>>**Company:** Johnson Utilities L.L.C. dba Johnson Utilities Company**Division:** Water***Nature Of Opinion****Docket Number:** WS-02987A-16-0181**Docket Position:** For

Utility law defines the powers, rights, and responsibilities of the participants: utilities, competitors (if there are any), landowners, customers, legislatures, and most importantly, in this case, regulators. As customers, we look to those regulators to protect the people within a utility's CC&N as well as to assure service is being performed under the purview of that CC&N. In making the power, rights, and responsibilities clear, our state statutes are setup to protect ultimately the rights of the public. As a Public Service Provider, Johnson Utilities (JU) has failed to recognize they have a legal obligation to the public the regulators in our state have given them. Exclusivity (monopoly) is familiar but it is not universal. And exclusivity in fact is not exclusivity in law. The Arizona Supreme Court has long determined that "a public service corporation is under legal obligation to render adequate service impartially and without discrimination to ALL members of the general public to whom its scope of operation extends." Veach v City of Phoenix, 102 Ariz. 195, 427 P.2d 335 (1967) citing Wickenburg v. Town of Sabin, 68 Ariz. 75, 200 P.2d 342 (1948). The failure to provide adequate service to the rural community where Mr. Myer's resides and owns property constitutes a clear violation of this legal requirement.

Investigation**Date:****Analyst:****Submitted By:****Type:**

7/22/2016

Mary Mee

Telephone

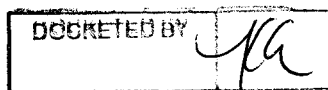
Investigation

Comments noted for the record and docketed. CLOSED

Arizona Corporation Commission

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